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FAX COVER LETTER

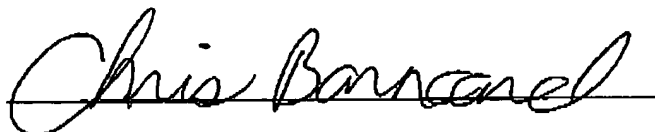
September 8, 2005

TO: Commissioner for Patents
COMPANY: U.S. Patent and Trademark Office
PHONE: 703.308.9723
FAX: 571.273.8300

FROM: Steven C. Lieske
DIRECT DIAL: 612.607.7508
EMAIL: SLieske@Oppenheimer.com
RE: Status Request - Serial No.: 10/811,439

COMMENTS: I certify that the following correspondence is being transmitted by facsimile to Commissioner for Patents, at the U.S. Patent and Trademark Office on September 8, 2005.

1. Status Request for Serial No: 10/811,439



Chris Barncard

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Originals: Not being sent

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE.

Applicant: Robert E. Wollan et al.

Serial No.: 10/811,439

Filing Date: March 26, 2004

Title: ENHANCING INSIGHT-DRIVEN
CUSTOMER INTERACTIONS

Docket No: 60021-378601/US

Group Art Unit: 3623

Examiner: Michael C. Heck

Commissioner for Patents
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Alexandria, VA 22313-1450I CERTIFY THAT THIS PAPER IS BEING FACSIMILE
TRANSMITTED AND IS ADDRESSED TO, COMMISSIONER FOR
PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450,
571.273-8309 ON 9/8/2005. (37 CFR 1.8a)
Chris Barnard**STATUS REQUEST**

Dear Sir:

The above-referenced patent application has now been on file for 18 months. Please provide a status of this application.

No fees are believed to be due at this time. However, if we have miscalculated the Commissioner is authorized to charge our deposit account number 50-1901 for any fees that may be due.

Any inquiry regarding this matter should be directed to Steven C. Lieske at (612) 607-7508.

Respectfully submitted,

By: 

Steven C. Lieske, Reg. No. 47,749

Customer No. 29838

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